


Closing Gaps in Care at Scale

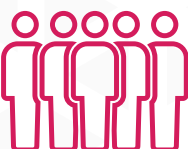
Leveraging Carenet's OpenMed Platform

Closing HEDIS®-related care gaps at scale has long been a challenge. Outreach has been expensive and cumbersome, and achieving strong ROI was a struggle.

Until now.

Welcome to a groundbreaking approach that's changing everything—with the highest conversion rates in the industry at the lowest cost.

60%  Higher
yield than other methods
of closing gaps in care


5.5 million
providers can be engaged
with on our platform

 **7,200+**
appointments
scheduled daily

First-of-its kind technology + best-in-class live engagement

First, we leverage the patented technology of the OpenMed platform, an open-network system that sends large volumes of highly personalized messages and requires no integration or login credentials from anyone.

This step efficiently and effectively harnesses the power of the patient-provider relationship to motivate BOTH members and providers to take action. Members choose from a set of appointment times. Practices receive and confirm. ***With two clicks, they've agreed to close the gap!***

- No friction points, engagement fatigue or abrasion
- Close multiple gaps with one touchpoint
- AI-driven, behavioral science-based messaging via consumers' preferred channel
- Asynchronous—members and providers act on their own time
- Practices receive codes for easy EMR notes, care and billing
- Network steerage—works for members without PCPs, too
- Automated follow-ups to ensure gap closure
- Continuous outreach triggered by new data
- Self-serve or let us implement

As a final step, we deploy industry-renowned phone engagement teams to help those who haven't responded yet.

Addressing all of the barriers to care access to close more gaps in care than ever before

What's wrong

- Language barriers, transportation and childcare needs
- A complex healthcare system full of friction points, causing hesitation and confusion
- Inefficient infrastructures, poor ecosystem workflows
- Limited resource availability during traditional practice office hours
- Lack of proactive approaches at scale
- Inertia on the part of patients and providers



How we've fixed it

- Remove the friction points in the fragmented system
- Leverage the patient-provider relationship to increase compliance, reduce communications and roadblocks
- Enable scheduling with every provider in the U.S. from one access point
- Offer telehealth and at-home options
- Free up clinic staff with use of asynchronous scheduling
- Scale communications with digital, automation and AI
- Drive action with platform built for fulfilling requests
- Follow up with personal outreach that solves for SDOH

Results you can count on

With Carenet's new approach to addressing HEDIS®-related care gaps, healthcare consumers enjoy convenient appointment scheduling and an improved experience. Payers and providers achieve extreme efficiencies, easy outreach at scale, better collaboration, higher satisfaction, increased revenue and lower costs.

Most importantly, you and your members will gain higher quality of care and better outcomes.

Learn more

Contact us at [800.809.7000](tel:800.809.7000) or marketing@carenethealth.com or visit us at carenethealth.com.

About Carenet Health

Caret Health is a high-performing, purpose-driven provider of healthcare engagement services and 24/7 access to medical care. Our engagement specialists, care coordinators and registered nurses support more than 86 million healthcare consumers on behalf of 250+ of the nation's top health plans, health systems and Fortune 500 organizations.